

CISCO CALL MANAGER



CUSTOMIZING YOUR CISCO PHONE ONLINE

This *Cisco Call Manager* web interface allows you to change and update settings on your IP phone without contacting the helpdesk. You'll be able to customize the following features:

- Set up **call forwarding**
- Assign and activate **speed dial** numbers
- Establish a contact page for your **personal address book**

To begin, open a web browser (e.g., Internet Explorer) and access the Cisco Call Manager portal with one of the following URLs:

For **Standard IP Phone Users**: <http://Phonesettings.aznet.gov>

For **UCCE Call Center Agents**: <http://Agentphonesettings.aznet.gov>



Enter the required fields with the following information:

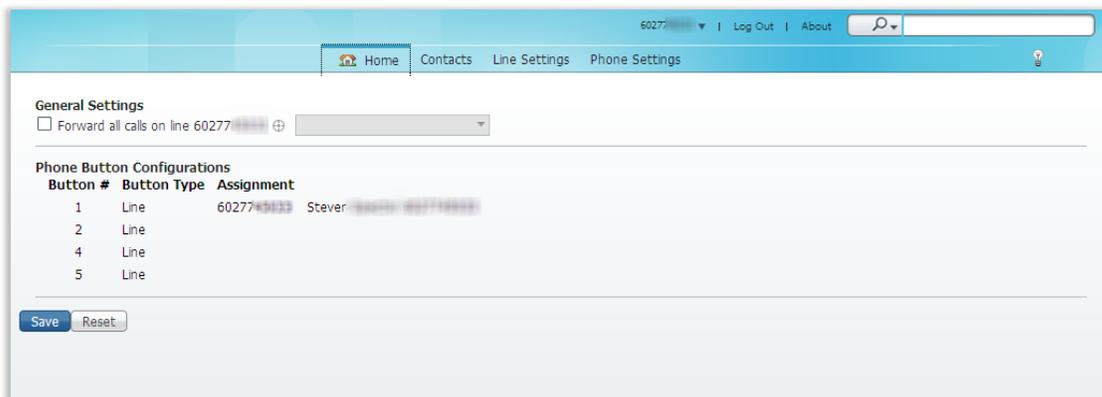
User Name: This is your 10-digit extension number _____ (602-xxx-xxxx)

Password: Enter the password provided to you by AZNet II.



HOME PAGE

The Home page appears immediately after users log in to Cisco Unified CM User Options. It can also be accessed by clicking Home in the Toolbar. Here you will find the application’s general settings and will have the ability to program **call forwarding** and **speed dial**.



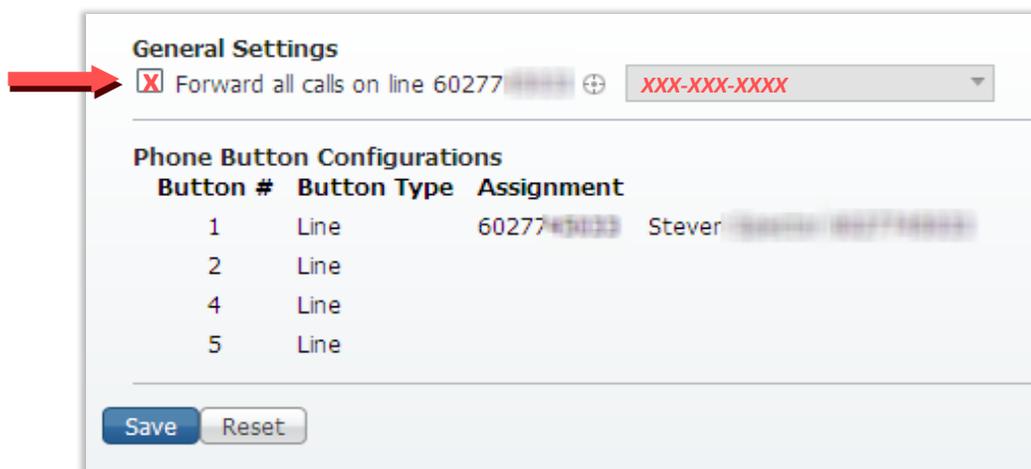
IMPORTANT: Do not set pin number for accessing PAB list here. This is done on your telephone device.



SET CALL FORWARDING

For times you must be away from your desk but still need access to your incoming calls, the Cisco Call Manager will allow you to forward all incoming calls to a **different phone line**. To set up your **Call Forwarding**, follow the steps below.

STEP 1 When you have successfully logged into the system and have landed on the **Home** page, under the **General Settings** header, check the **Forward all calls** box as shown below:



STEP 2 In the **Forward all calls** drop-down list box/text field, enter in the number to which you’d like your calls forwarded OR select the correct number from the list. *(The system will store up to five numbers in this list based on most recent entry.)*

STEP 3 Click **Save**.

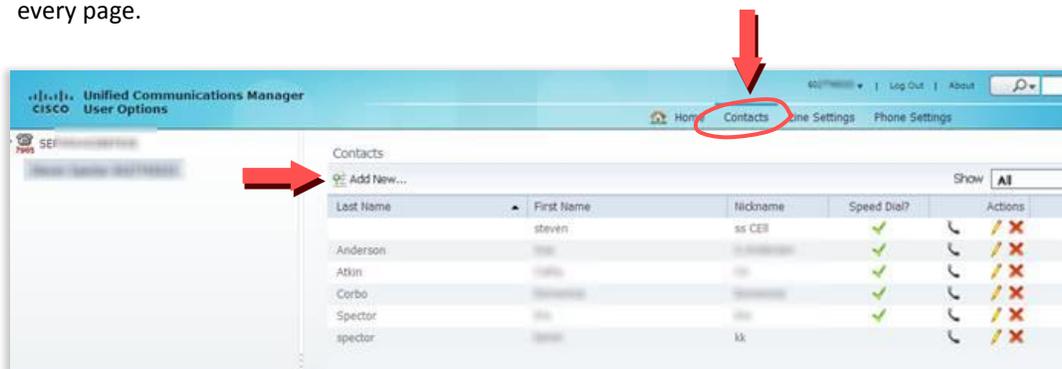


CONTACTS PAGE

The **Contacts Page** allows you to customize the **Personal Address Book** function that of your telephone. *To view this function on your telephone screen, press the Directories button on your phone’s keypad.*

Entering contact names and telephone numbers onto this page automatically adds them to your telephone’s **Personal Address Book** and will allow you to dial your most frequently called contacts at the push of a button. The Contacts page also provides **action icons** that you can use to select your method of contact: phone or email.

STEP 1 Navigate to the **Contacts page** by selecting the **Contacts tab** from the navigation toolbar across the top of every page.



STEP 2 Clicking the **Add New** icon (found just below the *Contacts* page header) opens the following window where you will manually fill in each contact person’s information:

Add Contact

Contact Information

First Name

Last Name

*Nick Name

Email

Phone Information

	Phone Number	Speed Dial	Speed Dial Phone Label
Work	<input type="text"/>	None	<input type="text"/>
Home	<input type="text"/>	None	<input type="text"/>
Mobile	<input type="text"/>	None	<input type="text"/>

STEP 3 Enter the contact’s name and email address and **10-digit** telephone number. *(Note: The nickname field is required.)*

STEP 4 To assign the speed dial function to the contact, select a number from the **Speed Dial** drop-down list and enter a label from the **Speed Dial Phone Label** drop-down list (or assign a label from the drop-down menu if you have previously established labels).

STEP 5 Click **Ok** to save the contact/speed dial assignment and the information will be sent to your phone.



USING SPEED DIAL ON YOUR CISCO IP PHONE

Once you have entered all of your contacts into the online Call Manager you are ready to start using the speed dial feature from your telephone. There are a couple of different ways to do this and each is described below.

OPTION 1

- Without lifting your telephone handset, enter a speed dial digit created in the online Call Manager.
- The **[AbbrDial]** soft key will show up on your phone screen.
- Press the **[AbbrDial]** soft key and your stored number will be automatically dialed.

******* OR *******

OPTION 2 *(Use this option if you prefer to pick up the handset before dialing.)*

- Lift your telephone handset and press the **[more]** soft key when you hear the dialtone.
- Press the **[AbbrDial]** soft key.
- Enter a speed dial digit you assigned in the online Call Manager.
- Press the **[AbbrDial]** soft key and your stored number will be automatically dialed.

***(Hint:** You may want to keep a list of your abbreviated speed dial codes by name and number for each telephone number you program).*

A second method of assigning a speed dial number is to go to Phone settings page. Since this has the risk of being overwritten by assigning a contact to a line item, we do not recommend this method of entering speed dial numbers.

Second method for saving speed dial:

Assign speed dial from Phone settings page

6027 | Log Out | About

Home | Contacts | Line Settings | **Phone Settings**

Phone Information
 Name: SEP04DAD2BEF83E
 Model: Cisco 7965
 Description:

Speed Dials for This Phone

Number	Label	ASCII Label
1	Mobile Phone	Mobile Phone
2	Phone	Phone
3		
4	Phone	Phone
5	le Phone	
6		
7		
8		
9	Mobile Phone	
10		
11		
12		
13		

Save Reset

To set speed dial for the main buttons on your phone, follow these steps:

Procedure

Click on the “Phone settings” menu

Step 1 Position cursor on speed dial box under “Number” column, you want to use

Step 2 Type in the number you want to store for this speed dial number

Step 3 Enter the “Label” to be associated with this button

Step 3 Click **Save**

(The numbers on the left (1-199) represent the speed dial code associated with each line item being programmed.)

Dialing a phone contact (from within Web portal)

Cisco Unified CM User Options gives you the ability to make phone call from the Contacts page. For this feature to work, you must save a phone number or email address in the contact information.

To initiate a phone call or email message to a directory entry, follow these steps:

Procedure

Step 1 On the toolbar, click **Contacts**.

Step 2 Locate the person you want to phone

Step 3 In the Actions column, click the phone handset icon.



Step 4 If the contact has multiple phone numbers, select the number you want to dial.

Step 5

A rectangular button with the word "Dial" written on it, representing the final step in the dialing process.

Emailing contact (from within Web portal)

Cisco Unified CM User Options gives you the ability to initiate an email message to a personal contact. For this feature to work, you must have the email address saved in the contact information.

To initiate an email message to a personal contact, follow these steps:

Procedure

Step 1 On the toolbar, click **Contacts**.

Step 2 Locate the person you want to email.

Step 3 In the Actions column, click the envelope icon  .

Note: If the Actions column does not display the envelope icon beside the contact you want to email, then an email address has not been saved in that person's contact information.

Step 4 An email in your Outlook is now addressed to the person for sending an email, fill in the subject and body of the email and send.